



*"People  
helping people  
help  
themselves"*

Mitchell E. Daniels, Jr., Governor  
State of Indiana

***Division of Disability and Rehabilitative Services***

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**To:** All Providers of DDRS Administered Medicaid Home and Community Based Service waivers  
**From:** Becky Selig, BQIS Director  
**Re:** BQIS Announcements  
**Date:** October 13, 2011

**Compliance Evaluation Review Tool (CERT) Update**

- BQIS has updated the CERT to take into account the new DDRS policies which have gone into effect over the past several months. An updated version of the CERT is available on the DDRS/BQIS Web site (<http://www.in.gov/fssa/ddrs/2635.htm>). BQIS will begin using this new version October 1, 2011. A summary of changes that have been incorporated into the updated CERT include: Inclusion of updated requirements and specifications noted within DDRS policies (<http://www.in.gov/fssa/ddrs/3340.htm>).
- Clarification of indicators and probes not applicable for solo providers.
- Revised CERT structure. The revised CERT's indicators – the highlighted questions on the left side of the guide – are broader in scope and have been reduced in number from 174 to 52. Typically, each DDRS required policy is its own indicator and the different sections of the policy are the probes. Surveyors will continue to determine compliance for each indicator by assessing that all probes are included. Probes determined 'not met' will result in the overall indicator being 'not met' and corrective action will continue to be required.

To account for additional time that providers may need to pull together required documentation, BQIS/Liberty of Indiana surveyors will be scheduling CERT reviews 4-5 business days in advance. Attempts will be made to complete reviews in the shortest amount of time possible, which in some instances may be 1-2 days depending on the size of the provider and the organization of the documents.

On or before January 1, 2012 all providers of day services (i.e., Adult Day Service, Community Based Habilitation, Facility Based Habilitation, Supported Employment, and Prevocational Services) require accreditation of these services. With this assurance, BQIS will not be reviewing these services during upcoming CERT reviews. However, it should be noted that any additional services outside of those listed as day services will continue to be evaluated.



Also, an updated version of the CERT used with non-direct ancillary service providers (i.e., Environmental Modifications, Vehicle Modifications, Specialized Medical Equipment, and Personal Emergency Response Systems) is also available on the DDRS/BQIS website.

### **BQIS Web Page Updates:**

BQIS has added the following two new sections to its web page:

#### **Mortality Data and Recommendations**

This section includes data and recommendations from the Mortality Review Committee (MRC). The MRC reviews deaths of all individuals who received DDRS-funded services and provides recommendations to mitigate future deaths from occurring due to the same/similar circumstances. While the mortality data presented on the BQIS webpage may pertain to co-morbid conditions that are not attributable to the cause of death, the risks involved with these conditions warrant providers' further examination. The expectation is for providers to increase its staff's awareness of the issues discussed, identify preventative actions it can take, and to ultimately lead to systemic actions to prevent future deaths and other negative outcomes for individuals. [http://www.in.gov/fssa/files/MR\\_Quarterly\\_Report\\_10\\_6\\_11.pdf](http://www.in.gov/fssa/files/MR_Quarterly_Report_10_6_11.pdf)

#### **Complaints**

Find instructions for how to file a complaint, including BQIS contact information, and key information to include when reporting a complaint. <http://www.in.gov/fssa/ddrs/2635.htm>